WELCOME

Food Management Assistance Team

QUARTERMASTER
CENTER AND SCHOOL

HOME OF THE WARFIGHTERS' LOGISTICIAN

Management Assistance Division

Agenda

- Review of FMAT Mission
- Installation Assessment Areas
- Current Trends & Challenges
- Questions and Answers

Management Assistance Division

FMAT Charter

- **Responsible for worldwide assessment of the Army Food Program.**
- **Provide senior food advisory assistance at the IMA-Region, MACOM, Installation, and dining facility level worldwide (CONUS and OCONUS locations).**
- **Support the Army in the field by providing Food Program assistance as required - both on-site and via video teleconference to commands and installations.**

Management Assistance Division

The Army Food Program

FY 03
$506 Million in Subsistence
99 Mil Meals

More than 9K AD + 18K ARNG USAR Food Operations Personnel

Only 330+ Active Army Dining Facilities Worldwide

Management Assistance Division

Food Management Team Mission

- **Team focus is on issues identified by:**
  - **DCS G-4, IMA HQs, Army Food Advisory Board and DOD food community.**
  - **IMA-Region, MACOMS and installations visited.**
- **Provide input/lessons learned to:**
  - **DCS G-4/Quartermaster General**
  - **IMA HQs, Major Command Food Advisory Staffs**
  - **U.S. Army training community**
  - **Worldwide to Army and DOD food community**

Management Assistance Division

Assessment Areas

- Installation and dining facility account status
- Food preparation and serving
- Food protection and sanitation
- Army menu standards
- Dining facility utilization rates
- Subsistence prime vendor operations
- Dining facilities and equipment
- Food service contracting operations
- Take-out service
- Payroll deduction/Basic Allowance for Subsistence recoupment
- Operational rations residuals
- Overall Installation Food Service Program

Management Assistance Division

Chief MAD

- **CW5 Roger DeWitz, Chief, Management Assistance Division**

Current FMAT Members

- **Mr. Gary P. Gonthier, Team Chief, Food Management Assistance Team**
- **Mr. H.T. Hill, Team Chief, Food Management Assistance Team**
- **SGM Jimmy Cunningham, Chief, Food Program Ops NCO**
- **MSG Roderick Piggott, Senior Food Program Ops NCO**
- **Mr. Joe McKinney, Food Service System Analyst**
- **Mr. Wardell Carey, Equip Specialist**
- **Mr. Eric Cowan, Equip Specialist**

Management Assistance Division

What can we do to make a good food program better?

Current Trends, Challenges
&
Corrective Action

Management Assistance Division

Dining Facility Account Status:

- In some cases –accounts significantly overspent.
- ROS is sometimes used as substitute for good management

Corrective Action:

- Review menu planning process & menu offered.
- Review installation AFMIS menu – cost?

Management Assistance Division

Inventory Management:

- Excessive inventory maintained in dining facilities.
- Inventory levels not always linked to actual production requirements.
- Significant quantities of products in stock that cannot produce actual meals.
- Significant quantities of breads, fresh fruits and vegetable lost to age.

Corrective Action:

- G4/IMA/MACOM/FPM enforce stockage objectives standards based on policy guidance and/or justify on-hand stock levels.

Management Assistance Division

Food Preparation and Serving:

- Generally meeting the standard.
- Improper serving temperatures (41-139 TDZ), should be below 40 or above 140.
- Progressive cooking/use of standard recipes.
- Lunch meal leftovers used as dinner main entrée.

Corrective Action:

- Provide thermometers to all FdSvc personnel-keep calibrated.
- Use progressive cooking when practical.
- Modify lunch leftovers.

Management Assistance Division

Food protection/Sanitation:

- **Overall generally satisfactory—exception is emergency sanitizing procedures are not known, when sanitizing temps are not being reached, & proper serving temps not maintained.**
- **PM & Vets involvement(field residuals)**

Corrective Action:

- **Continuous training (solicit Vet, PM support, ACES website)**
  - Food Safety and Protection Certification Course
  - http://www.quartermaster.army.mil/dl/fspcc/
- **Training availability- ServSafe.**
- **Time/temperature discipline- drill the basics**
- **Concentrate on progressive cooking and safe handling and use of leftovers.**

Management Assistance Division

Menu Standards:

- **Published in chapter 3, DA PAM 30-22--not always followed.**
- **Mandatory standard for all army dining facilities.**
  - **Exception- FPM can make determination on a case by case basis.**

Corrective Action:

- **Menu standards, designed for Soldier's benefit, need to be incorporated when developing menus.**

Management Assistance Division

:Use of Residuals

- **Lack of management oversight.**
- **Vet not contacted to inspect residual items prior to use in the DinFac.**
  Residuals not properly accounted for when received by DinFac.
- **Residuals sometimes picked up in AFMIS, affecting Account Status.**

Corrective Action:

- **Contact Vet immediately, prior to residuals going to DinFac.**
- **FPM should proportionally distribute subsistence among DinFac's that need it most.**
- **Quick incorporation of operational ration residuals in to menu plan.**

Management Assistance Division

Dining Facility Utilization Rates:

- Army target standard – 65 % utilization rate.
- Spatial differentiation hinders consolidation.
- Considerations that will create increases.
  - Review and act on DFAC council comments.
  - Adjust DFAC operation hours.
  - Promote your use of branded products.
  - Provide real take-out service – combo meals.
  - Advertise/market your DFAC specials.
  - Become active in boss meetings.

Management Assistance Division

Contracting operations:

- Are adequate services being provided?
- COR/QAE performance evaluations subjective, not based on contract prototype standards.
- PWS/QASP developed by untrained personnel without consulting DA prototypes.
- FFS/M&FP contractors purchasing large quantities pre-prepared items.
- Government/contractor tradeoffs of services.

Corrective Action:

- Better contract preparation/PWS/QASP/modification.
  - Ensure all FS contracts conform to the DA prototype.
    - IMAs should review/approve prior to solicitation.
  - Use objective rather than subjective criteria to evaluate contractor.
  - Training (COR,QAE,) QAEs should have food operations background. COR- review QAE findings.

Management Assistance Division

Subsistence Prime Vendor Program:

- Partnership program has lost focus.
- Distributor labels being pushed.
- Distributors trying to restrict product additions.
- Point of sale support offered grudgingly by vendors.
- Catalog maintenance problems noted weekly; this affects price and unit of issue.

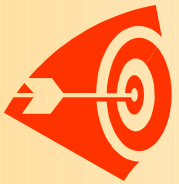
Corrective Action:

- DSCP formally restate the objectives of the partnership program to DOD community and vendors.
- Account managers increase communications with FPM and customers.
- Closer monitoring of catalog weekly updates by DSCP.

Management Assistance Division

Training:

- **Ineffective training being conducted**
  - **Formal on the job training programs are nonexistent or exist on paper only.**
  - **#1 Problem is unfamiliarity with regulations as base line.**



Corrective Action:

- **Every level of leadership needs to read, know, practice and enforce what is mandated by regulations.**
- **Senior supervisor mentor managers.**
- **Establish training programs in dining facilities- document progress.**

Management Assistance Division

Bottom Line _

Only we, the food service community, can make a good food service program better.

FMAT's objective is to assist you in achieving and maintaining excellence in Army Food Service Operations

Contact us at:

De Witzr@lee.army.mil DSN: 687-3374

Gonthierg@lee.army.mil DSN: 687-3117

Tommy.r.hill@us.army.mil DSN: 687-4380

Cunninghamj@lee.army.mil DSN: 687-3340

Careyw@lee.army.mil DSN: 687-3450

Piggottr@lee.army.mil DSN: 687-4222

Mckinnej@lee.army.mil DSN: 687-3433

Cowane@lee.army.mil DSN: 687-3122

Management Assistance Division

Questions?